**1.Introduction**

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**Project Overview:**

In modern governance, citizen engagement is key to building trust and delivering effective public services. Citizen AI is an intelligent virtual assistant and engagement platform that uses IBM Granite, a powerful AI foundation model, to enable natural, efficient, and personalized interaction between citizens and government agencies.

**Key Features:**

1. 24/7 Virtual Assistant

- Always available to answer citizen queries about services, schemes, documents, and procedures.

2. Natural Language Interaction

- Citizens can speak or type in natural language (English or regional languages), powered by IBM Granite.

3. Grievance Management

- Users can file complaints or service requests.

- AI auto-routes them to the right department and tracks status.

4. Multilingual Support

- Communicates in multiple regional languages to ensure inclusivity.

5. Personalized Service Recommendations

- Suggests relevant government schemes or documents based on user profile or history.

**Objective**

* - Automate and improve citizen-government communication.
* - Enable 24/7 support for public services, grievances, and queries.
* - Use AI to analyze feedback, predict needs, and streamline services.

**Technologies Used:**

- IBM Granite (LLM) – for natural language understanding.

- IBM Watson Assistant (optional integration).

- Backend: Python / Node.js

- Frontend: React / Angular

- Database: IBM Cloudant / PostgreSQL

- Deployment: IBM Cloud / Docker / Kubernetes

**Workflow Diagram (Suggested):**

1. Citizen submits query via chat/voice ➝

2. IBM Granite understands and processes ➝

3. Backend fetches required data or triggers action ➝

4. AI responds or routes the request ➝

5. Feedback collected and analyzed

**Advantages:**

- 24/7 access to government services

- Reduces burden on physical offices

- Builds citizen trust and transparency

- Efficient grievance redressal